



NEWS RELEASE

Chicago Police Department

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Superintendent

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CHICAGO POLICE DEPARTMENT AND CHICAGO HEARING SOCIETY PARTNER TO BETTER SUPPORT INDIVIDUALS IN THE DEAF, DEAFBLIND AND HARD OF HEARING COMMUNITIES

New policy implemented following years of collaboration with members of the Deaf, DeafBlind and Hard of Hearing communities; CPD and CHS partner to provide ASL interpreters upon request

CHICAGO — The Chicago Police Department (CPD) and the Chicago Hearing Society (CHS) have partnered together to support and expand resources for individuals in the Deaf, DeafBlind and Hard of Hearing communities. This partnership bridges the gap between police officers and members of the Deaf, DeafBlind and Hard of Hearing communities.

To provide more effective communication for Deaf, DeafBlind and Hard of Hearing individuals and the CPD members and hearing individuals communicating with them, CPD will provide an in-person American Sign Language or tactile interpreter upon request.

"We are proud of our partnership with the Chicago Hearing Society, which aims to better serve individuals who are Deaf, DeafBlind or Hard of Hearing through a new policy and upcoming training," said Deputy Director of Equity and Engagement Michael Milstein. "We worked closely with CHS to develop a policy that is supportive and understanding of the needs of the city's Deaf, DeafBlind and Hard of Hearing communities."

This policy was developed by CPD in partnership with CHS and other advocacy organizations. The "[Interactions with Persons who are Deaf, DeafBlind or Hard of Hearing](#)" directive was implemented today following an extensive community engagement process. CPD and CHS developed this policy over four years alongside other advocacy organizations and community members with lived experiences. This policy is rooted in CPD's core values, which include professionalism and treating all individuals with compassion and dignity.

"Too often, Deaf, DeafBlind and Hard of Hearing Chicagoans have had to navigate public-safety interactions without reliable communication access," said Karen Aguilar, Executive Director of the Chicago Hearing Society. "This new CPD directive—shaped by years of community engagement and lived experience—sets a clear expectation: when someone requests an in-person ASL or tactile interpreter, communication access will be provided. CHS is proud to partner with CPD to help make these interactions safer, more respectful and more effective for everyone."

To ensure all CPD members are informed on this new policy, members will be required to review the new policy upon implementation and will receive specific eLearning and in-person training on this new policy in 2026. The training includes videos developed by CHS.



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The full policy can be viewed [HERE](#).

About Anixter Center and Chicago Hearing Society

The Lester and Rosalie Anixter Center is a pioneering nonprofit organization dedicated to serving over 7,500 individuals annually in the Chicago metropolitan area. We advocate for people with disabilities, mental health needs, and those who are Deaf, DeafBlind, and Hard of Hearing. Our vision is to foster inclusive communities where everyone can thrive. For more information, visit www.anixter.org, and follow us on Facebook and Instagram (@AnixterCenter). For information about the Chicago Hearing Society, visit www.ChicagoHearingSociety.org. CHS's mission is Providing Communication Access; Hearing and Assistive Technologies; and Support Services for Persons who are Deaf, DeafBlind and Hard of Hearing. Follow us on Facebook and Instagram (@chicagohearingsociety).